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**PATENT APPLICATION**

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**Applicants:** Chang, et al.                      **Examiner:** Jeanty, Romain  
**Serial No:** 10/617,965                      **Group:** 3623  
**Filed:** July 11, 2003                      **Docket:** YOR920030197US1 (8728-627)  
**For:** **SYSTEMS AND METHODS FOR MONITORING AND CONTROLLING  
BUSINESS LEVEL SERVICE LEVEL AGREEMENTS**

**Mail Stop AF**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA. 22313

**AMENDMENT UNDER 37 U.S.C. 1.116**

Examiner:

This reply is in response to the Final Office Action dated March 10, 2007. Please consider the following amendments and remarks.